

## **Activity # 3-10**

**Learning Activity:** Listening Skills Assessment

**Goal:**

Help participants assess their attitudes towards the role of listening in effective communications

**Materials:**

Handouts for each student: True/False questionnaire  
Instructor Suggested Answers

**Time:**

3 minutes to complete “quiz”  
10 minutes to debrief with suggested answers

**Instructions:**

Instruct participants to take the inventory individually, answering HONESTLY  
Debrief by reviewing suggested answers

**Key Learning Points:**

Listening is the most important component of effective communication

## Listening Quiz

Mark each statement “True” or “False”.

1. \_\_\_\_\_ People tend to expect or anticipate what they are familiar with.
2. \_\_\_\_\_ Listening is an easy process.
3. \_\_\_\_\_ Hearing and listening are the same thing.
4. \_\_\_\_\_ For most people, it is easy to pay attention to a single topic for a long time.
5. \_\_\_\_\_ The person talking has total responsibility for clearly getting his or her message across to others.
6. \_\_\_\_\_ In the communication process, talking and listening are equally important.
7. \_\_\_\_\_ It is easy to overcome distractions and listen effectively.
8. \_\_\_\_\_ People usually pay attention to information that has personal meaning to them.
9. \_\_\_\_\_ People usually hear what they expect to hear.
10. \_\_\_\_\_ A person’s background and experience determines to a large part what he or she hears.
11. \_\_\_\_\_ Listening is a skill that can be learned.
12. \_\_\_\_\_ Listening is one of the easier things to do.
13. \_\_\_\_\_ An effective listener pays attention to both the verbal and non-verbal messages being sent.
14. \_\_\_\_\_ Listening shuts down when emotions run high.

## Answer Key

### Listening Quiz

Mark each statement “True” or “False”.

1. People tend to expect or anticipate what they are familiar with. **True**
2. Listening is an easy process. **False**
3. Hearing and listening are the same thing. **False**
4. For most people, it is easy to pay attention to a single topic for a long time. **False**
5. The person talking has total responsibility for clearly getting his or her message across to others. **False**
6. In the communication process, talking and listening are equally important. **True**
7. It is easy to overcome distractions and listen effectively. **False**
8. People usually pay attention to information that has personal meaning to them. **True**
9. People usually hear what they expect to hear. **True**
10. A person's background and experience determines to a large part what he or she hears. **True**
11. Listening is a skill that can be learned. **True**
12. Listening is one of the easier things to do. **False**
13. An effective listener pays attention to both the verbal and non-verbal messages being sent. **True**
14. Listening shuts down when emotions run high. **True**